

## CLAIMS

We claim:

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1.

A system comprising:

a service provider (SP) station including:

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an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device, and

at least one customer station including:

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a customer visual display, wherein the customer visual display is  
in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively, and

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station.

2. A system according to claim 1 and further comprising a building, wherein said building comprises a wall, wherein said SP station is housed in said building, and wherein at least one component among said customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device and customer carrier device of the customer station is in supporting connection with said wall.

3. A system according to claim 2 wherein said building wall is an interior wall.

4. A system according to claim 2 wherein said customer terminal comprises a frame, and wherein said wall comprises an opening, and wherein said frame is in supporting connection with said wall and extends in said opening, and wherein at least one of said

customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, or customer carrier device is in supporting connection with the frame.

5. A system according to claim 4 wherein the customer terminal further comprises a cover, and wherein the cover is movably mounted on the frame, and wherein the cover is movable to enable access to the opening.

6. A system according to claim 2 wherein said customer terminal further comprises a cover, and wherein the cover is movably mounted in supporting connection with the wall, and wherein in a first position the cover overlies at least one component among the customer visual display, customer CCTV camera, or customer carrier device, and wherein said cover includes at least one opening, wherein the one component is manually accessible whereby it is enabled to be operated by a customer in the first position of the cover, and wherein in a second position said cover is disposed from said one component and said component is rendered accessible for servicing.

7. A system according to claim 4 wherein said frame comprises a door frame.

8. A system according to claim 7 and further comprising at least one hinge operatively connected to said door frame, and wherein said cover is movably mounted relative to said frame through said hinge.

9. A system according to claim 4 wherein said frame bounds the opening, and further comprising a subframe in supporting connection with said frame, and wherein said subframe extends in said opening, and wherein at least one of said customer visual display, said customer CCTV camera, or said customer carrier device is in supporting connection with the subframe.

10. A system according to claim 6 wherein the cover includes a generally horizontally extending shelf, whereby a customer is enabled to conduct writing or other activities on said shelf.

11. A system according to claim 6 wherein the cover includes at least one storage location, wherein articles are enabled to be stored in the storage location.

12. A system according to claim 1 wherein the system comprises a plurality of customer stations, and wherein the SP station is in operative connection with a communication selector device, and wherein the video and audio connection between the SP station and one of said customer stations responsive to an input to the communication selector device.

13. A system according to claim 12 wherein at least one customer station comprises a sensor, wherein said sensor is operative to sense a person positioned adjacent the customer station, and wherein the SP station includes an indicator in operative connection with the

sensor wherein an indication is given at the SP station of the presence of the person adjacent the customer terminal.

14. A system according to claim 1 and further comprising a video switching device in operative connection with the SP station, and wherein the video switching device is operative to selectively establish video connections between the SP CCTV camera and the customer video display on the customer station.

15. A system according to claim 14 wherein the system further comprises a video material presenting device, wherein the video material presenting device is operative to generate video signals, and wherein the video switching device is in operative connection with the video presenting device, and wherein the video switching device is operative to selectively connect the video material presenting device to the customer visual display.

16. A system according to claim 15 wherein the video switching device is operative to selectively connect the customer visual display to either the video material presenting device or the SP CCTV camera.

17. The system according claim 16 wherein said video material presenting device comprises a computer, and wherein the computer is in operative connection with a data store, and wherein the data store includes data representative of video material, and wherein the

computer is in operative connection with a data transmission line, and wherein the video material is changeable through said data transmission line.

18. The system according to claim 3 and wherein the building includes a secure room, and wherein the SP station is housed in the secure room, and wherein said customer station is disposed outside of said secure room.

19. The system according to claim 18 wherein the system further comprises a plurality of customer stations in the building, each of said customer stations in operative connection with the SP station.

20. The system according to claim 2 wherein the customer station is produced by a method comprising the steps of:

producing an opening in said wall,

positioning a frame in said opening in supporting connection with the wall, and

positioning said at least one component in supporting connection with the frame.

21. The system according to claim 20 and wherein said customer station further comprises a cover, the method of producing the customer station further comprising the step of

movably mounting the cover in supporting connection with the wall, wherein the cover is movable between a first position overlying the opening and a second position wherein the cover is disposed from the opening.

22. The system according to claim 21 wherein the step of movably mounting the cover comprises operatively connecting the cover to the frame through a hinge.

23. The system according to claim 21 wherein in the first position of the cover is in abutting relation with said wall and generally extends in surrounding relation of said frame.

24. The system according to claim 1 wherein the system comprises a plurality of customer stations in operative connection with the SP station, and wherein each customer station includes a device actuable by a customer at a customer station, and wherein the system further includes a queuing device at the SP station, and wherein the queuing device is in operative connection with each customer actuable device, and wherein the queuing device is operative to generate an order wherein said order includes data representative of a time sequence in which the actuable devices at the customer stations were actuated, and wherein said queuing device is operative to indicate data responsive to said order.

25. The system according to claim 24 wherein the SP station further includes a communication selector unit, and wherein said system is operative responsive to inputs to said selector unit to selectively place the SP station in video and audio communication with

one of the customer stations, and wherein the selector unit is in operative connection with the queuing device, and wherein the queuing device is operative to remove from the order the data representative of the one customer station responsive to the selector unit operating to place the one customer station and the SP station in communication.

5 26. The system according to claim 25 wherein the customer actuatable device comprises a customer presence sensor, and wherein said queuing device is operative to defer placing data representative of said one customer station in said order while said SP station and said one customer station are in video and audio communication.

27. The system according to claim 26 and wherein said queuing device is operative to place data representative of the one customer station in the order again after the customer presence sensor ceases to sense the customer adjacent the one customer station subsequent to the one customer station and SP station being in communication, and thereafter again senses a customer.

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